



The Accessible Canada Act

New Hope Transport's Accessibility Plan 2026

General

New Hope Transport (the 'Company') is committed to creating an inclusive and accessible environment for all employees and visitors.

Feedback is welcome regarding the accessibility plan and any barriers that are encountered by persons with disabilities. Please send feedback to:

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204-831-3313
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Employment

The Company strives to remove barriers and make accommodations for people with disabilities whenever possible from the interview process to the end of employment. It will continue to review hiring processes for persons with disabilities.

Barrier: Long Work Days

Action:

- We modify work hours and days on a case-by-case basis depending on the needs of the employee.

Barrier: Communicating for Hearing Impaired

Actions:

- Hiring an ASL interpreter for orientation to ensure full understanding
- Signs with menu items to choose from for company lunches
- Keep phone to communicate or small whiteboard, choice for employee
- Written meeting notes for review to ensure no information was missed
 - If possible, an ASL interpreter for meetings

The Built Environment

The Company cares about the accessibility at its facility and has implemented various accessibility improvements. Physical barriers may exist that can be improved on. The company will review the spaces and assess if improvements are required.

Barrier: Some employees may have difficulty holding the water hose in the wash bay

Action:

- We will supply warm water proof gloves to help circulation and grip strength
- We are looking into the possibility of a handle locking mechanism. We must first rule out general safety issues.

Information and Communication Technologies

The Company provides training videos which include closed captioning in a variety of languages. It also takes further steps as needed to make communication as accessible as possible for each employee.

The Procurement of Goods, Services and Facilities

The Company will review and improve, where reasonable and applicable, to consider accessibility when procuring goods, services and facilities.

The Design and Delivery of Programs and Services

The Company works with other businesses as customers and does not provide programs and services to the public.

Transportation

The Company provides the transportation of goods. It does not provide transportation for passengers.

Consultations

The Company consults with employees about barriers and accommodations that could be made. It will continue to survey employees annually and as needed.

Definitions

- Accessibility:
 - Refers to the needs of persons with disabilities being intentionally and thoughtfully considered when products, services and facilities are built or modified so they can be used and enjoyed by all.
- Barrier:
 - The Accessible Canada Act defines a barrier as “anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”
- Disability:
 - The Accessible Canada Act defines a disability as “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not,

that, interaction with a barrier, hinders a person's full and equal participation in society.”